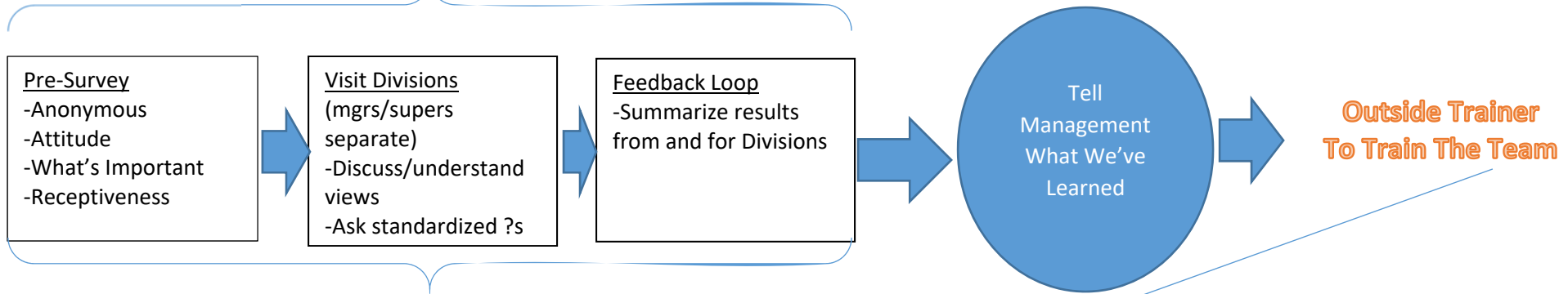




CSI:KLAMATH
(CUSTOMER SERVICE INITIATIVE PLAN)

Tell Management
Plan

DATA COLLECTION



DEFINE CITY PRINCIPALS OF CUSTOMER SERVICE

Assess &
Define Follow
up Strategies
& Timelines

BUILD CUSTOMER SERVICE MODEL

Management
Approval of
Model

